

# HUMAN RESOURCE MANAGEMENT PROGRAM 3D QUARTER FY01 REVIEW AND ANALYSIS



**The West Region -**

***Army's Premier Team of  
Human Resources***

***Professionals***

***Providing Quality and***

***Timely Services to***

***Our Valued Customers***

## WEST REGION FOCUS AREAS FOR FY 01

The West Region Accomplishments and Focus Areas for FY 01 are established on the foundation of the West Region FY 00-01 Operational Plan. Feedback received during the Sep 99, Mar 00, and Feb 01 Commanders' Civilian Personnel Advisory Councils (CCPAC) provided the basis for a review of the previous strategic plan and update to be consistent with the Army's new vision and strategy for Civilian Human Resources and region goals and objectives. The feedback from the CCPACs was incorporated into the Region's Operational Plan, with region-specific Supporting Objectives to the Army's three Priority Emphasis Areas and associated Corporate Goals. West Region civilian personnel leaders developed and substantiated the Supporting Objectives as consistent with the region's vision. Commander feedback indicates that the Operational Plan is moving in the right direction with the right amount of emphasis in the program areas, placing Modern System preparation and developing automation tools as top priority, followed by meeting partnering goals and training requirements. The Priority Emphasis Areas are:

Strategic Civilian Workforce  
Competitive and Responsive CHR Programs  
Skilled and Responsive CHR Professionals



PRIORITY EMPHASIS AREA  
Strategic Civilian Workforce

CORPORATE GOAL 1

Systematic Planning that Forecasts and Achieves the Civilian Work Force  
Necessary to Support the Army's Mission

SUPPORTING OBJECTIVES

1. Continue and enhance partnering
2. Focus on metrics that reflect overall/total cycle time for work accomplishment
3. Develop Commander/ Manager/ HR orientation and training package
4. Develop and deploy an Information Management System for customers



ACCOMPLISHMENTS

The highlight of 3<sup>d</sup> Qtr, FY01, was the announcement of Army's decision to close two CPOCs (the National Capital Region in September 2001 and the Southeast Region in March 2002), and the resultant potential impact on the West CPOC. The realignment of the Army's civilian personnel customer base among the five remaining CPOCs results in a proposal for the West CPOC to almost double in size (from 133 to 235 employees) and in serviced population (from almost 18,000 to more than 34,000 customers). The number of CPAC partners would increase from the current 13 to a total of 19. Our proposed new customers include most of the DCI PS community CONUS-wide, Ft. Sam Houston and MEDCOM Headquarters, Ft.

FOCUS AREAS

Planning for this major effort is underway. Work is in progress with the Ft. Huachuca Garrison staff on the environmental considerations and space/renovation requirements, and with CPOCMA on workload transition plans. Hiring to fill the new positions will begin after the employees at the closing CPOCs have been canvassed regarding their availability to move to the remaining CPOCs and once the current hiring freeze is lifted. Part of the impact of the closure of the two CPOCs on the West CPOC also involved members of our staff participating on SWAT Teams assigned to the ANCR CPOC to help them through the closing process. This effort will continue

Hood, Ft. Bliss, Corpus Christi Army Depot, COE Omaha District, and COE Kansas City District.

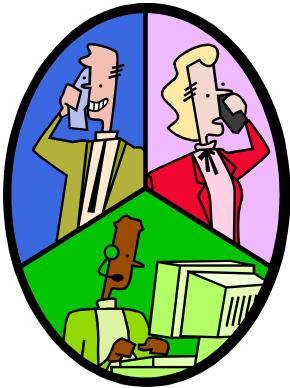
during the 4<sup>th</sup> quarter and will later include teams deployed to the SE CPOC.

After staffing with the West Region CPACs, the FY01/02 West Region Human Resources Operational Plan (OPLAN) was updated on 10 April 2001 to incorporate new supporting objectives, specific action items, and milestones based on issues and priority emphasis areas identified by Commanders at the February CCPAC. It is posted on the West CPOC website.

The OPLAN will be updated again in the 4<sup>th</sup> quarter, primarily to reflect changes and new requirements brought about by Modern System and an upgraded Resumix database.

Funds for temporary duty travel were severely curtailed during the 3<sup>d</sup> quarter. As a result, unfortunately, regular partnership visits could not take place. With the little funding we had available, and sometimes with help from our customers, we were able to participate in the monthly Job Fairs for Madigan Army Medical Center; a Job Fair in Sacramento with SPD, Corps of Engineers; an A-76 review at Ft. Lewis; a classification review at White Sands Missile Range; and a TRADOC CPAC Chiefs Conference in Williamsburg, Virginia.

No relief is expected in the 4<sup>th</sup> quarter from the funding shortfall for temporary duty travel. At customers' request and with their funding assistance, the WCPOC staff will accommodate needs for on-site visits and assistance to the maximum extent possible.



PRI OR I TY EMPHASI S AREA  
Competitive and Responsive CHR Programs



CORPORATE GOAL 2

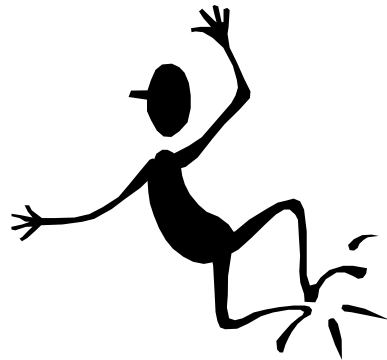
Technology and Business Management Tools and Techniques that Provide the Best, Most Accessible and Lowest Cost CHR Products and Services

SUPPORTI NG OBJ ECT I VES

1. Ensure consistency in applying classification standards
2. Make work processes more effi cient through automation
3. Maintain Functional Process I mprovements (FPI )
4. Successfully deploy Modern System

ACCOMPLI SHMENTS

One of the main events during the 3<sup>d</sup> quarter was the successful deployment of Modern System! The West Region civilian personnel community prepared extensively for this deployment. We are happy to report that the intensive planning and preparation paid off . The deployment was smooth, with 100% data conversion and DOD certification of the system ahead of schedule!



FOCUS AREAS

I n the 4<sup>th</sup> quarter, the Modern System module for Non-Appropriated Fund (NAF) employees will be deployed in the West Region. The NAF Module is scheduled for deployment over the weekend of 24 August. Once deployed, West Region automated NAF personnel records will be maintained using Modern System. Although this deployment will initially be limited to the NAF Personnel Offi ces, eventually access to the NAF module will be extended to managers, allowing them to electronically submit NAF requests for personnel action, view NAF employee data on-line, and run standard reports on NAF employees and positions.

Although our aim was to minimize disruption during the Modern System deployment period, we know our customers were impacted by delays in being able to forward actions to the CPAC and CPOC, obtaining referral lists, etc. We also lost our tracking capability that allowed both the human resources staff and managers to track and monitor personnel actions. To fill this void, the CPOC staff worked with representatives from the Civilian Personnel Operations Center Management Agency (CPOCMA) and HQ DA on the development and fielding of the Army Regional Tool Kit (ART). The tool kit will provide management with useful tools to track personnel actions.



The Army Regional Tool Kit (ART) will be deployed during the 4<sup>th</sup> quarter. ART is a set of secure web-based tools for managers and CPOC/CPAC personnelists. The Tool Kit includes RPA and NPA tracking tools with links to employee and position data, an inbox statistics report (Red-Amber-Green report), a population statistics tool, a gatekeeper checklist tool, and various other reports and tools. The framework under which ART was developed is very flexible, allowing us to easily add new reports and tools. Over the next quarter we plan to begin incorporating into ART the tools and reports that used to be available through our West Region Utilities and Reports web page. With the tools and reports currently available in ART, and the additional tools and reports to be added from the West Region Utilities and Reports, we expect ART to become an important personnel management tool. We thank you all for your continued support and patience as we navigate through the features of the new DOD automated personnel system.

A joint team of management, CPAC and CPOC representatives has begun work on the development of a Resumix Skills Handbook. This prototype initiative involves engineering positions in the Seattle District, Corps of Engineers. The team has begun reviewing skills that were successfully used in the past, identifying skills that would not result in reaching quality candidates, and determining whether additional grammar is needed in the database. The end result of their work will be a Skills Handbook for use by personnelists and managers as an aid when recruiting for these types of positions in the future.

Members of the Seattle District, Corps of Engineers management and CPAC team will be on site at the WCPOC during the 4<sup>th</sup> quarter to continue work on the project. The product developed by this team will be exported to other customers in the Region for review and needed revision for applicability to their jobs. When this prototype project is successfully completed, the effort will be expanded for the development of Skills Handbooks for all major categories of positions available in the West Region.





PRI OR I TY EMPHASI S AREA  
Skilled and Responsive CHR Prof essionals

CORPORATE GOAL 3

CHR Prof essionals who are Customer-Focused and who have the Competence, Support, and Motivation to Meet the Challenges of Constantly Changing and Increasing Expectations

SUPPORTI NG OBJ ECT I VES

1. Clarify roles of CPOC, CPAC and manager
2. Develop CPAC generalists as advisors and consultants, and full members of the customer management team

ACCOMPLI SHMENTS

During this quarter, "Installation Feedback Forms" were sent to each serviced Commander to obtain formal customer feedback regarding the quality of service provided by the West CPOC. Commanders were asked to evaluate the following service features: Quality of Work Products, Communication, Responsiveness, Courtesy and Effectiveness. Several Commanders responded, and the response indicated an overall satisfaction level of Excellent to Outstanding. Similar customer feedback forms were also sent to CPAC Chiefs.

FOCUS AREAS

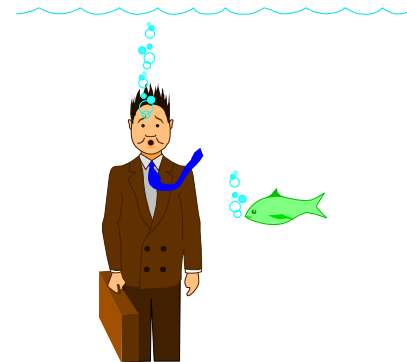
Customer feedback is extremely important to us. It helps to guide our efforts, to prioritize our work and to make needed improvements and adjustments. We will continue to solicit it; frequent and candid feedback is encouraged and appreciated.



Last quarter the CPOC staff concentrated on overcoming the learning curve associated with the deployment of the Modern System. Even though an intensive training initiative had taken place prior to the deployment, there was still much adjustment/refinement required when the system went live.



Constant change seems to be the name of the game in the CHR world these days. Both CPOC and CPAC staffs were just getting comfortable with the use of the new Modern system, and were beginning to work on getting our reports and tracking functionality back. That effort will continue. But we now also need to plan and prepare for the upcoming CPOC realignment. As soon as the environmental issues have been considered and resolved, we will begin working with our new customers/partners, working together to make their transition to the West Region as smooth as possible. We are also committed to assuring that service to current customers is not degraded during the transition period.



# Section 1

## Processing SF-52s

### Proponent: West CPOC

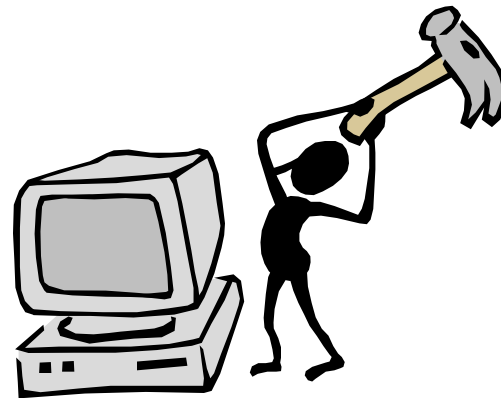
Sub-  
Section  
N/A

Topic

Personnel Actions

Remarks

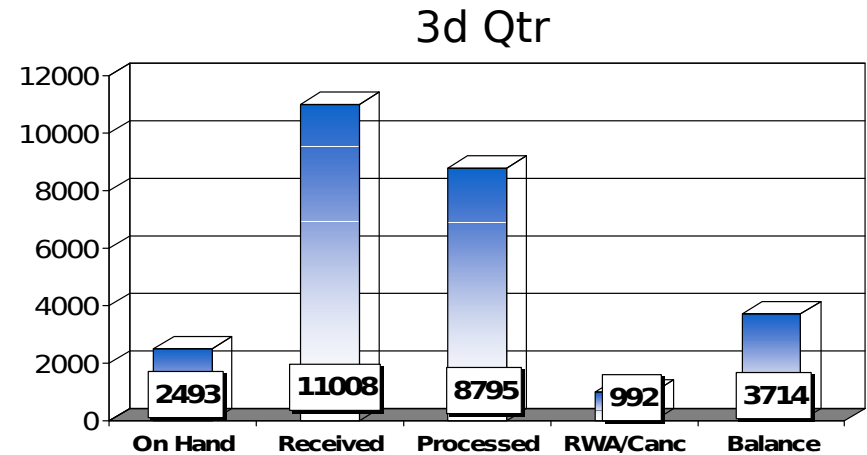
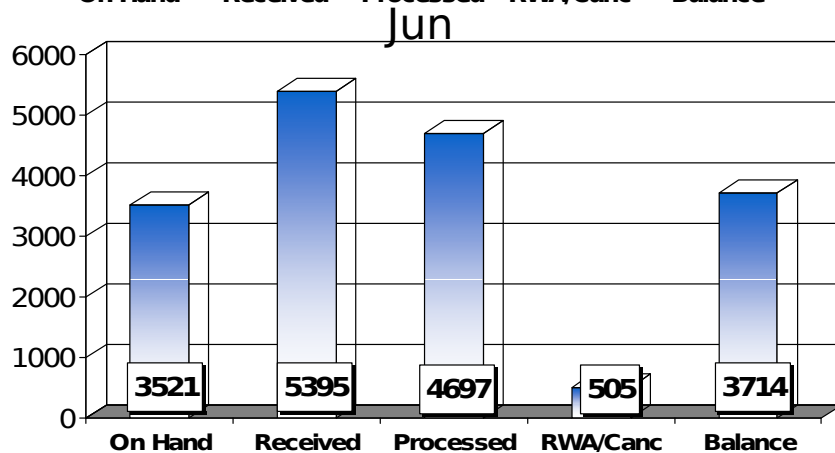
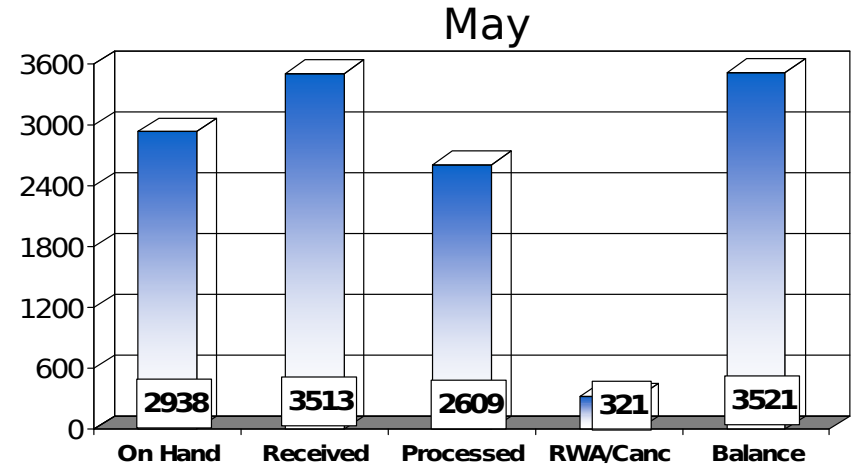
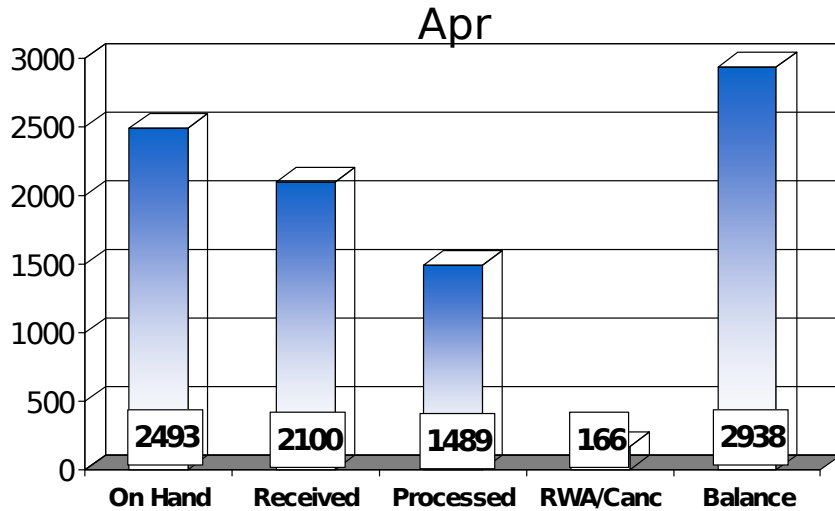
Depicts total numbers of all personnel actions processed through CPACs and CPOC.



**TOPIC:** Personnel Actions - All Serviced

**3d QTR-FY01**

**PROPONENT:** WCPOC



**ANALYSIS:**

The record number of personnel actions received during the quarter, coupled with the Modern System deployment, created a significant backlog. Emphasis will be placed on eliminating the backlog during the next quarter.

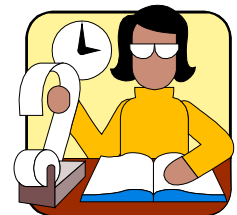


# SECTION 2

## Classifying Jobs

Proponent: WCPOC, Classification Division

Sub-Section	Topic	Remarks
A	Classification Actions Processed	Demonstrates volume and timeliness of personnel actions requiring handling by a position classifier. Routine actions are those which require only a cursory review. Non-routine actions require the classifier to do a job analysis or advisory.
B	FY01 Trends	Provides analysis of volume and timeliness of work for the FY to date.



# TOPIC: Classification Actions Processed - All Serviced

3d QTR-FY01

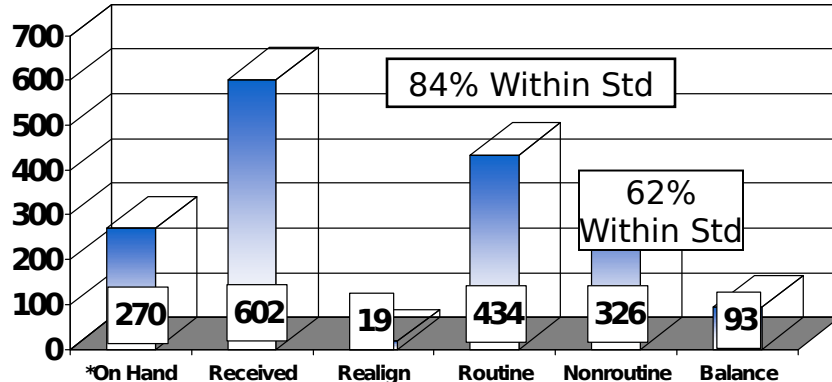
## PROPOSER: WCPOC-Classification

**STANDARD:** Routine, 4 Days from Date Received by Class  
Non-Routine, 30 Days from Date Received by Class

## ASSESSMENT:

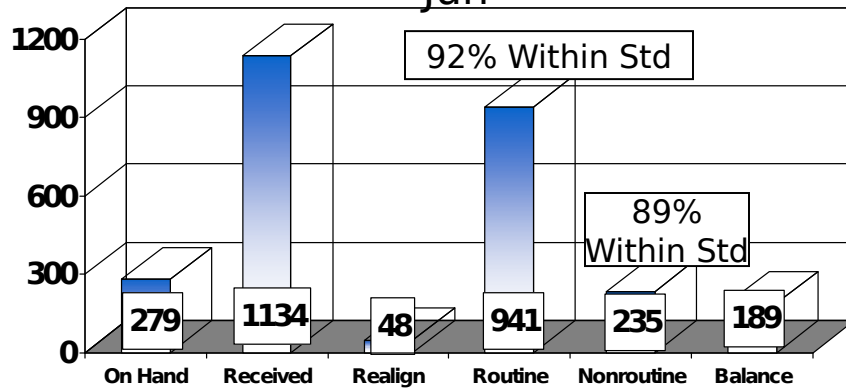
**Routine: Green**  
**Non-Routine: Red**

Apr

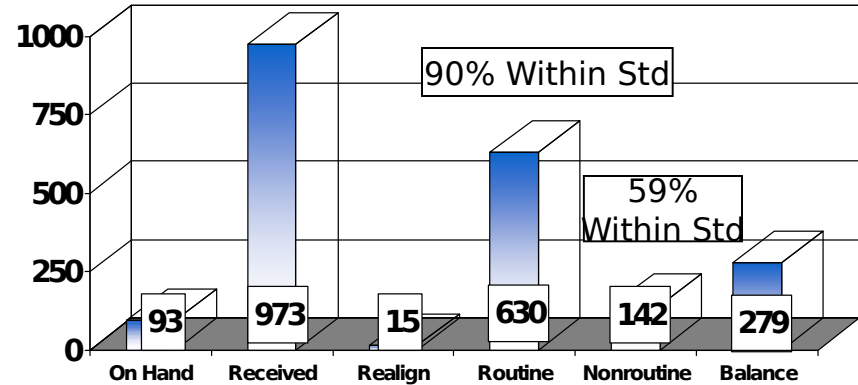


\* The on-hand number has been adjusted from the ending balance of 1st Qtr due to actions returned to management that were never returned to the WCPOC.

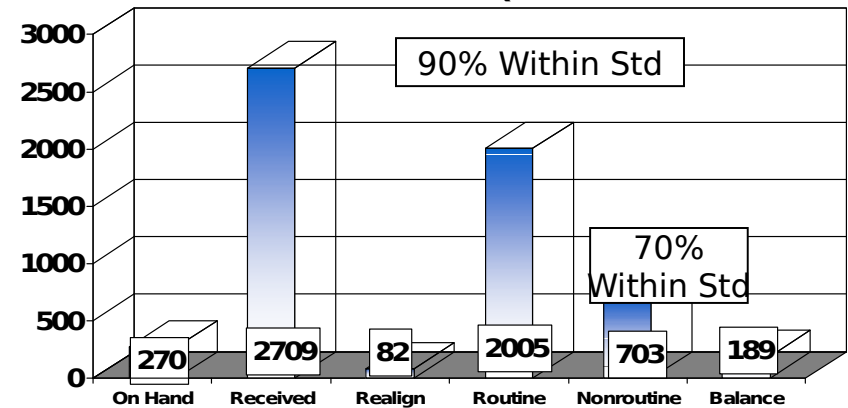
Jun



May



3d Qtr



**Analysis:** Processing time for routine actions remained in standard. The team processed 47% more non-routine actions this quarter (703) then last quarter (477). This increase in volume, coupled with the deployment of the Modern System, had a severe impact on processing time for non-routine actions. The performance experienced in June indicates that we are recovering.

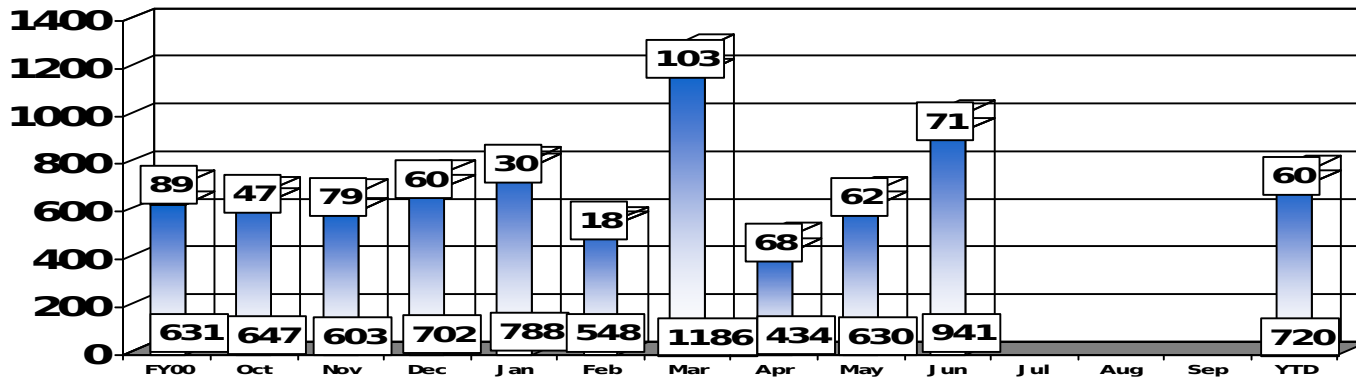


# TOPIC: Trends - Classification Actions Processed

FY01

## PROPOSER WCP-OC-Classification

In Standard Out of Standard

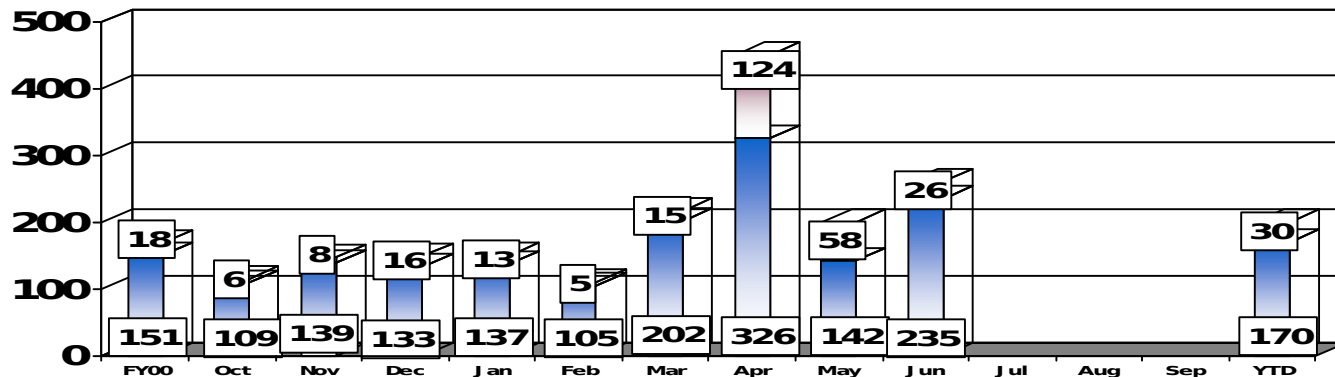


### ROUTINE

Std: 4 Days from Date Received by Classifier

% In Std 92%  
88% 93% 88% 92% 96% 97% 92% 84% 90% 92%

In Standard Out of Standard



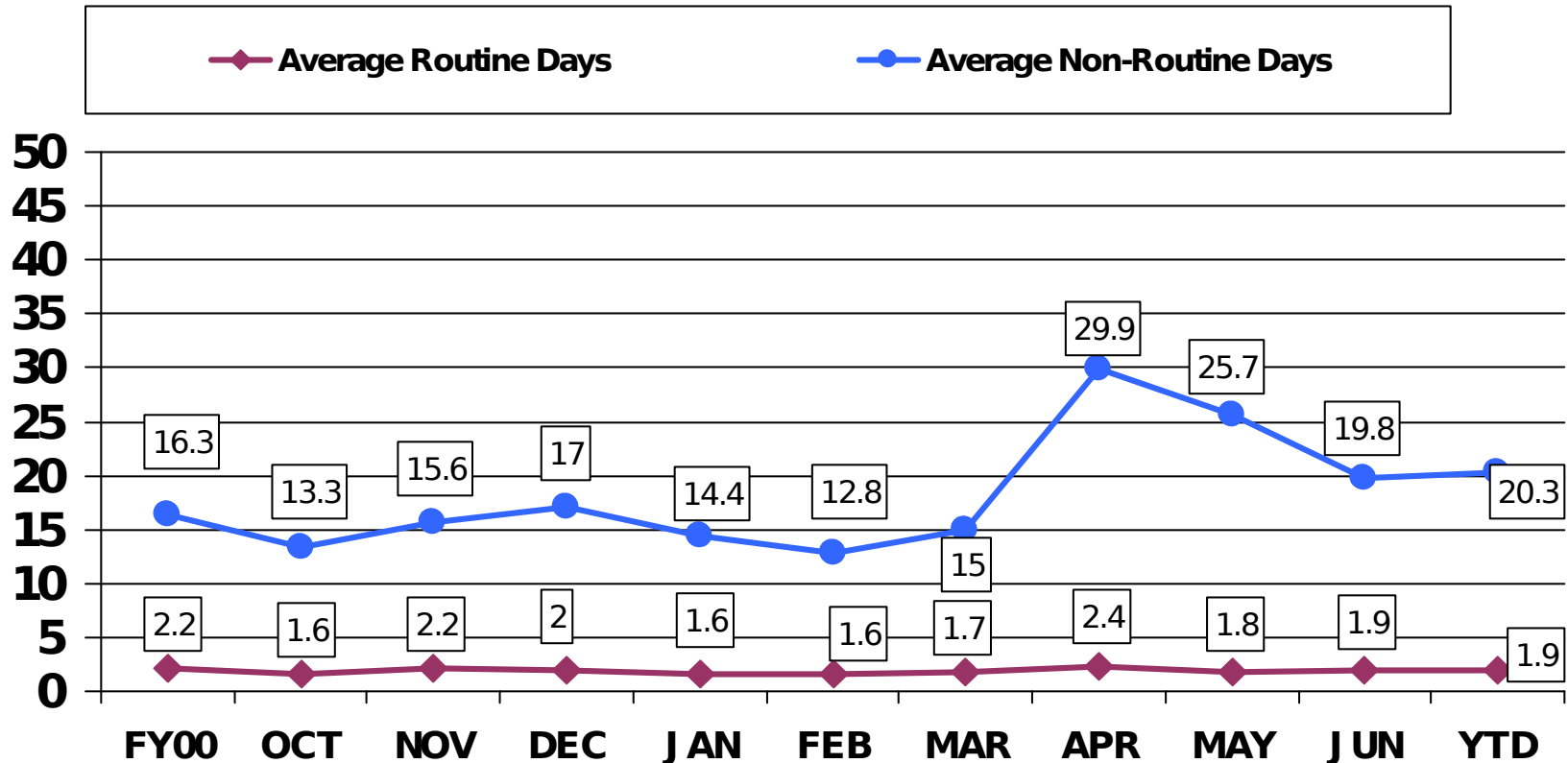
### NON-ROUTINE

Std: 30 Days from Date Received by Classifier

% In Std 82%  
89% 95% 95% 89% 91% 95% 93% 62% 59% 89%

**ANALYSIS:** Modern System deployment, coupled with a glut of non-routine actions, had a severe impact on the timely processing of non-routine actions. YTD average decreased to 82% for non-routine actions. The timeliness of routine actions was also impacted, but YTD performance remains ahead of the FY00 experience.



**TOPIC:****Trends - Average Days to Process Classification Actions FY01****PROPOSER: WCPOC-Classification**

Std: Routine, 4 Days from Date Received by Classification

Non-Routine, 30 Days from Date Received by Classification

**ANALYSIS:** Average processing time remains well below the DA standard of four days for routine and 30 days for non-routine actions. The average processing time for routine actions remains ahead of the FY00 experience.





# SECTION 3

## Filling Jobs

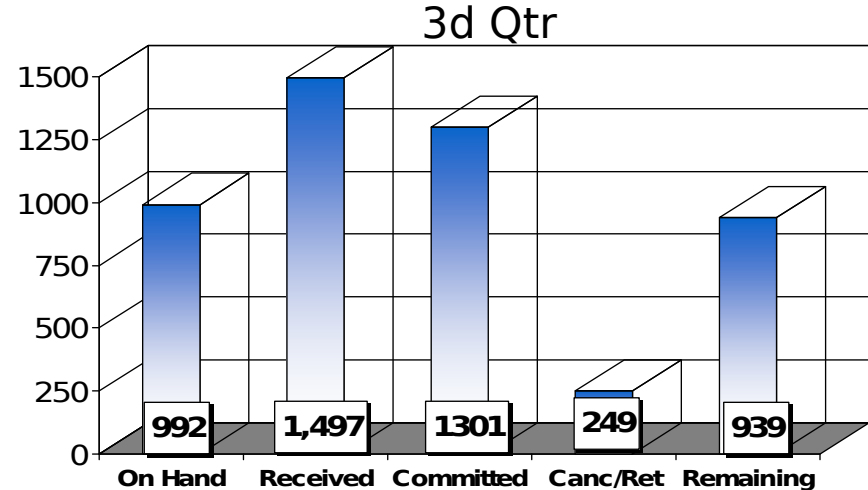
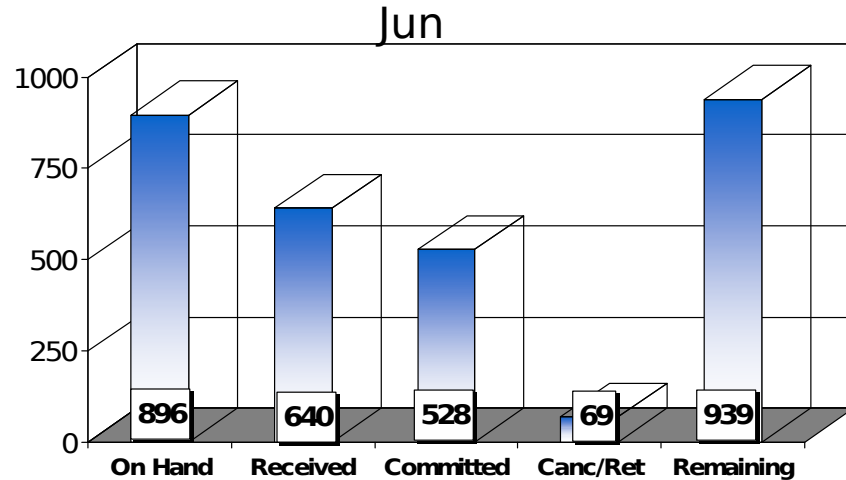
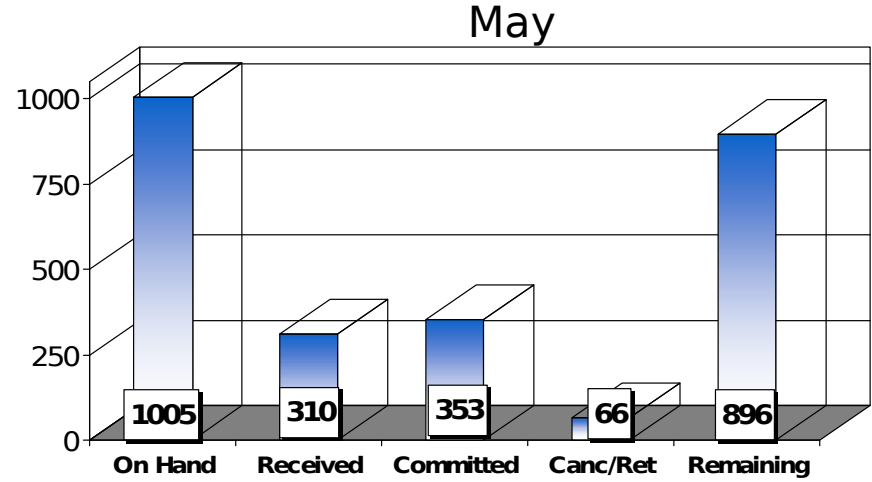
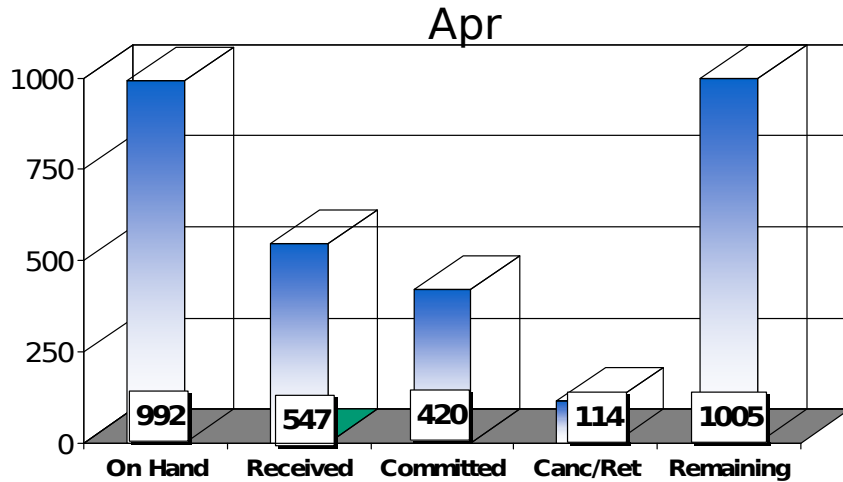
### Proponent: WCPOC, Staffing Services

<u>Sub-Section</u>	<u>Topic</u>	<u>Remarks</u>
A	Recruitment Activity – Jobs Filled	Illustrates how many jobs are being filled and the status of actions on hand at the end of the quarter.
B	Referral Lists Issued	Shows volume and timeliness of referral lists issued – on the basis of days to issue the list from the time the action is received in Staffing. This includes both open and closed actions where referrals have been issued.
C	Average Processing Time	Demonstrates the breakdown of time in the fill process-how actions flow through the various steps in the process. This presents data on actions closed (i.e., completed) during the quarter.
D	Management Feedback on Resumix	Illustrates management feedback on the Resumix process.
E	DEU Activity	Illustrates the number of completed DEU certificates issued and the outcome.
F	FY01 Trends	Provides analysis of volume and timeliness of work for the FY to date.

# TOPIC: Recruitment Activity - Jobs Filled - All Serviced

3d QTR-FY01

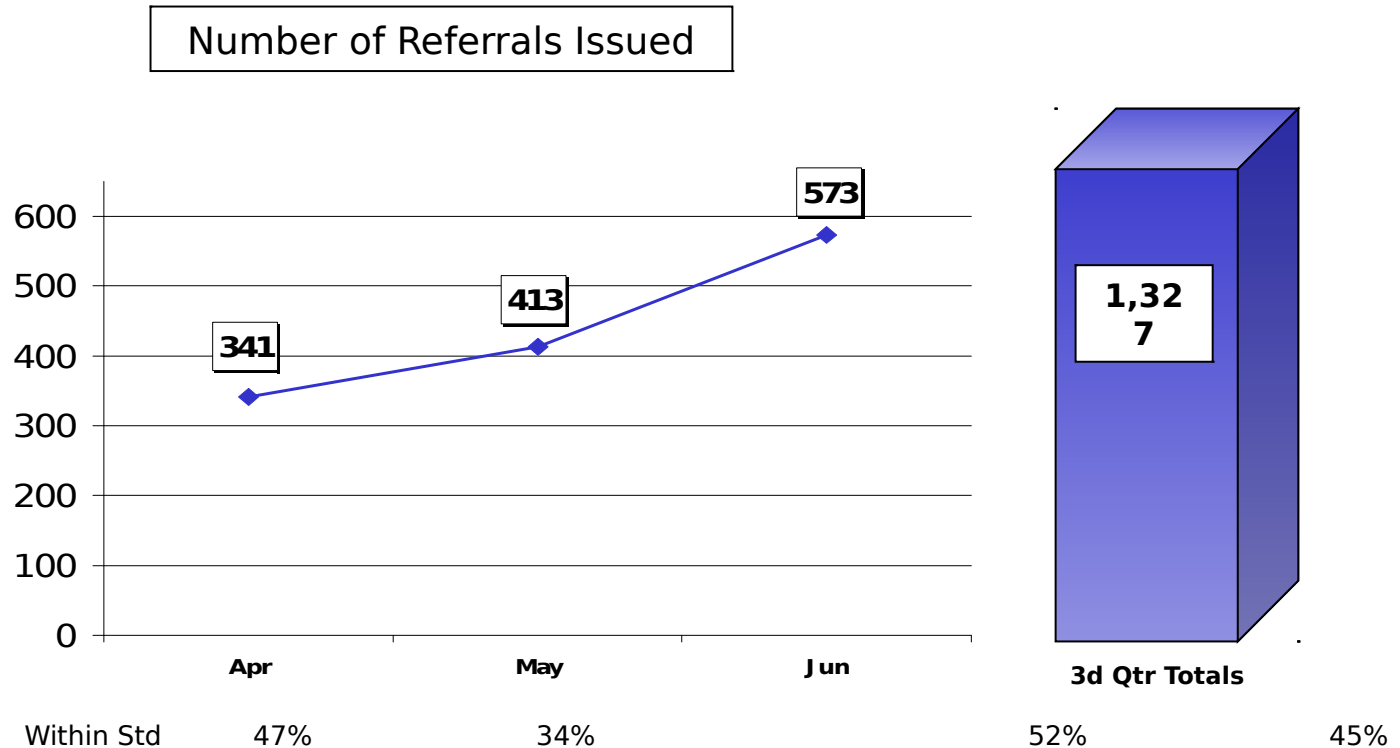
PROPONENT: WCPOC - Staffing



**ANALYSIS:** During the quarter, 1,301 positions were committed; 989 (76%) through competitive procedures, 17 (1%) through PPP and 295 (23%) through other non-competitive sources.



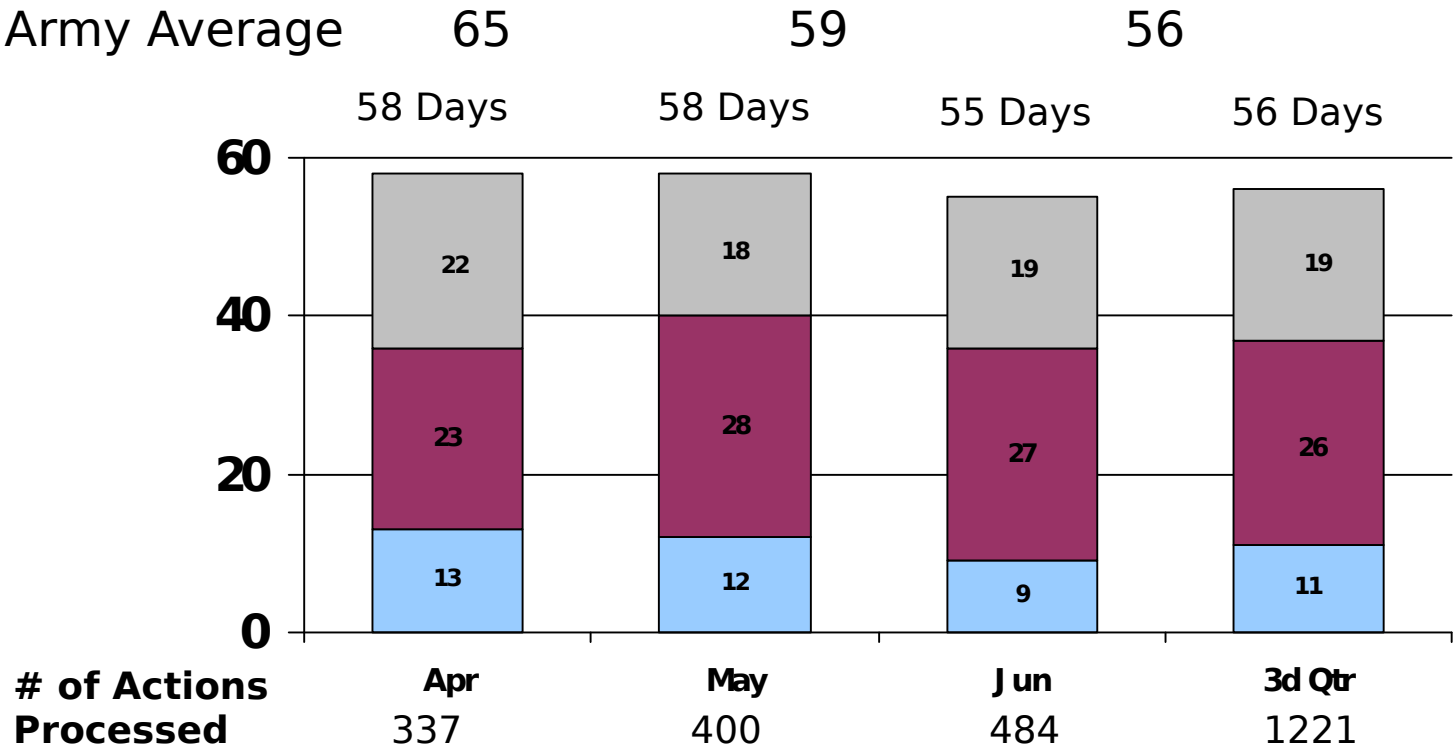
<b>TOPIC:</b>	<b>Referral Lists Issued - All Serviced</b>	<b>3d QTR-FY01</b>
<b>PROPONENT:</b>	<b>WCPOC - Staffing</b>	<b>ASSESSMENT:</b> Red
<b>STANDARD:</b>	Resumix: 5 Calendar Days from Date Received in Staffing DEU: 36 Calendar Days from Date Received in Staffing	



**ANALYSIS:** The number of referrals issued increased from 1,290 last quarter to 1,327 this quarter. As expected, referral timeliness decreased from 64% processed within standard last quarter to 45% this quarter due to the preparation for/ deployment of the Modern System, the associated learning curve, and the backlog of actions. While the percent of referrals in standard decreased considerably during April and May, improved productivity was noted in June. This upward trend is expected to continue with increased emphasis on timely production.



<b>TOPIC: Avg Processing Time - Recruitment Actions - All Serviced (Date of Receipt in CPAC to Commitment)</b>		<b>3d QTR-FY01</b>
<b>PROPONENT: West Region Partners</b>		

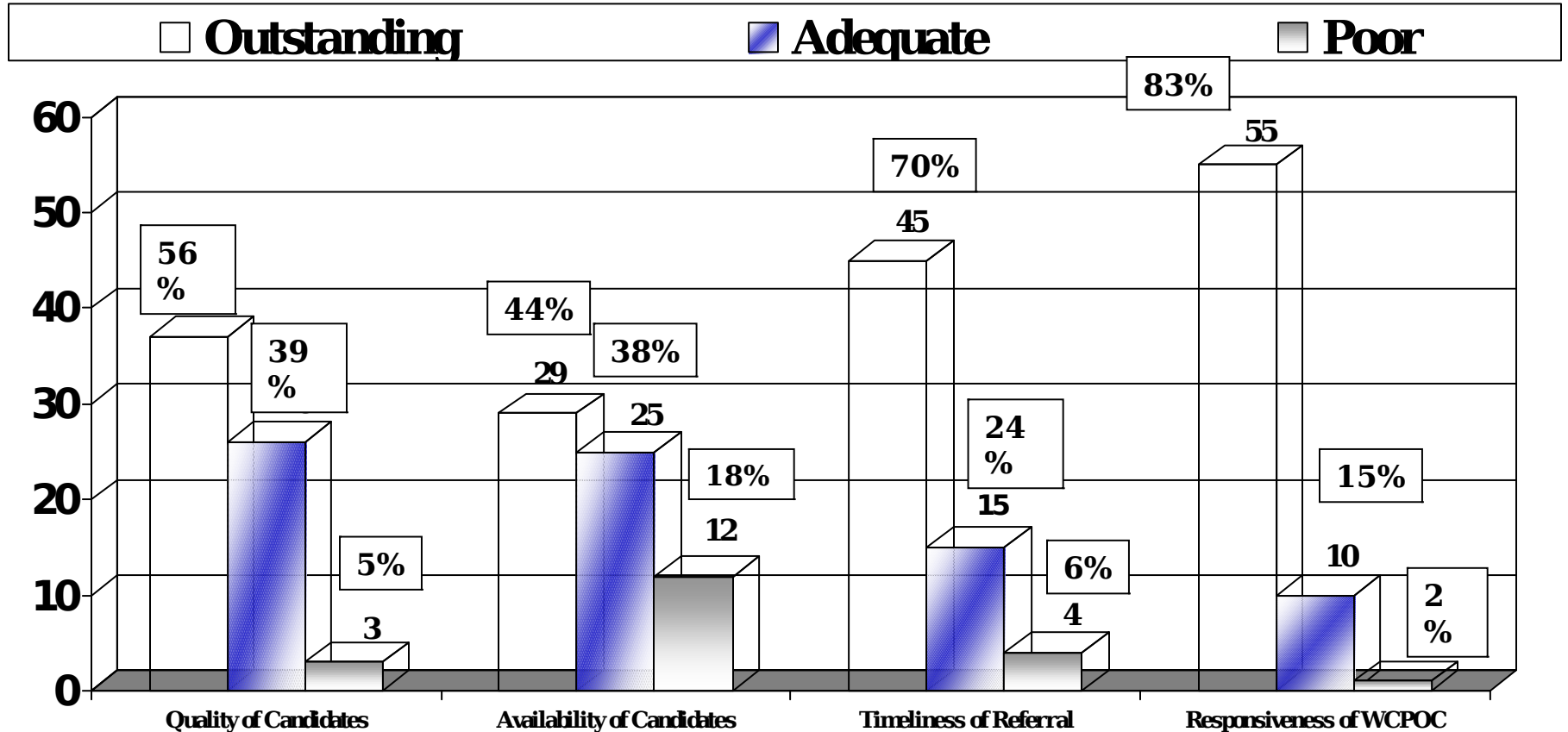


- Avg Days w/ CPAC for review prior to sending to CPOC and to make job offer after selection.
- Avg Days w/ CPOC includes time for classification and with staffing to clear PPP to make non-competitive placement and/or issue re
- Avg Days w/ Manager to make selection



**ANALYSIS:** A total of 1,221 actions were processed this quarter, an increase from 1,123 last quarter. Overall average processing time (56 days) increased by 12% from last quarter (50 days). The increase is attributable to the preparation for/deployment of the Modern System and the associated learning curve for all partners. All partners need to work together to improve timeliness.

<b>TOPIC:</b>	<b>Management Feedback on Resumix Referrals -</b>	<b>3d QTR - FY01</b>
<b>PROPONENT:</b>	<b>WCPOC - All Serviced Staffing</b>	

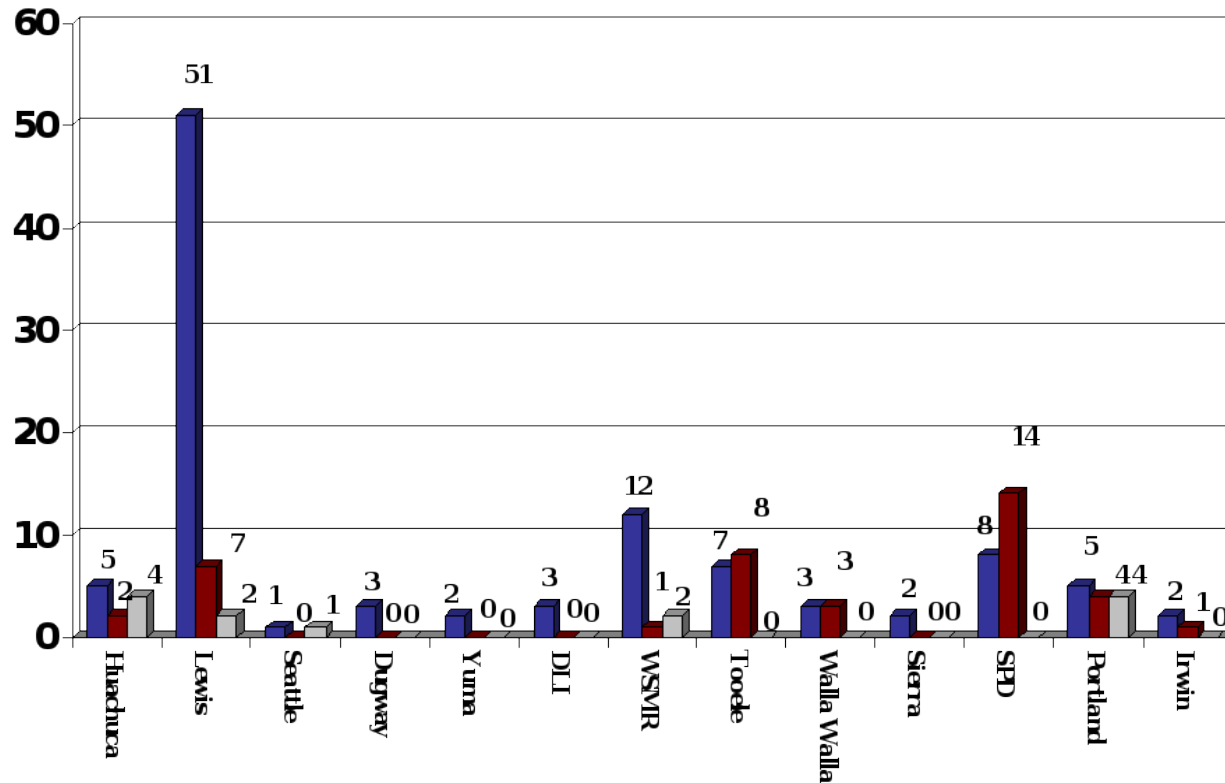
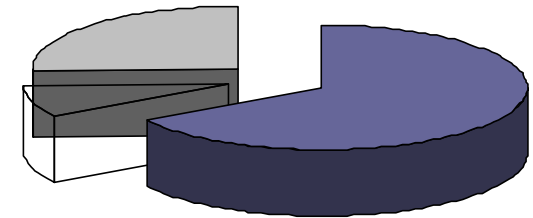


**# Feedback Forms:**

**Forwarded to Management = 636      Returned to CPOC = 66 (10%)**

**ANALYSIS:** Management is given the opportunity to comment on the quality of each Resumix referral list via a feedback form, which is sent by e-mail after a selection is made. Even though the feedback we receive continues to reflect a high degree of satisfaction, we remain concerned with the low return rate. Selecting officials can quickly complete the form and return it by e-mail. Feedback forms were completed for only 10% of selections this quarter. In order to assure that all views are heard and addressed, managers are encouraged to promptly complete and return the feedback forms!



**TOPIC:****Completed DEU Certificates by Servicing CPAC/All****3d Qtr-  
FY01****PROPOSER:****WCPOC - Staffing****Completed DEU Certificates****Issued: 157**

■ DEU Selections ■ Resumix/PPP Selections  
 ■ Canceled by Mgmt

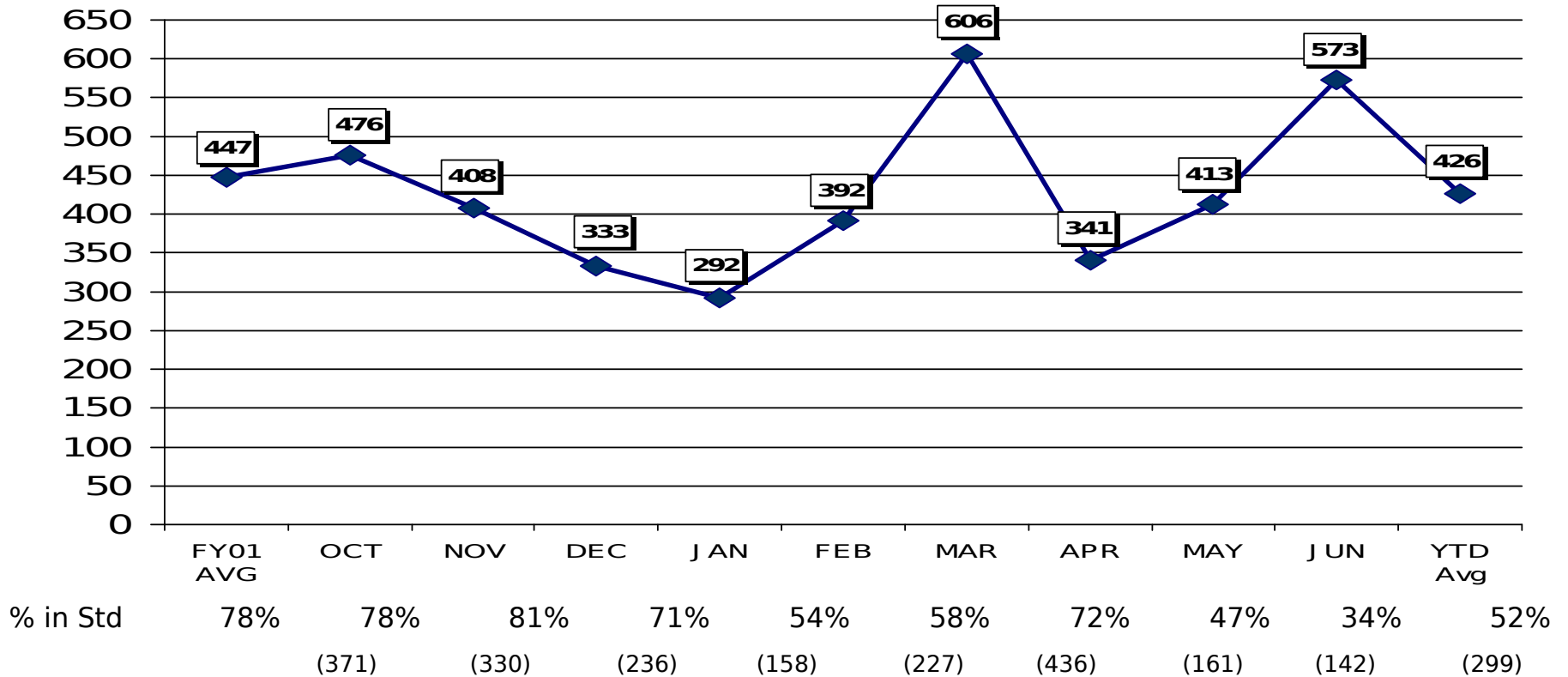
■ DEU Selections ■ Resumix/PPP Selections ■ Canceled by Mgmt

**ANALYSIS:**

Of the 157 DEU Certificates that were closed during the quarter, 104 resulted in a selection from the DEU certificate; 40 resulted in a selection from Resumix or PPP; and 13 were canceled by management. DEU Certificates resulted in selections 66% of the time during this quarter.



<b>TOPIC:</b>	<b>Trends - Referral Lists Issued - All Serviced</b>	<b>FY01</b>
<b>PROPONENT:</b>	<b>WCPOC - Staffing</b>	



### ANALYSIS:

The average number of referrals issued monthly in the 1st, 2d, and 3d Qtrs, FY01 remains slightly lower than the FY00 experience. The low number of referrals issued in January and April are attributed to deployment of Resumix 5.3G and the Modern System deployment during those respective time frames. The low number of referrals issued in standard also correlates with these events. However, the improved performance in June evidences a reverse in this trend. The peak number of referrals issued in March is attributed to an influx of recruits submitted prior to termination of the FPIs and the deployment of the Modern System.



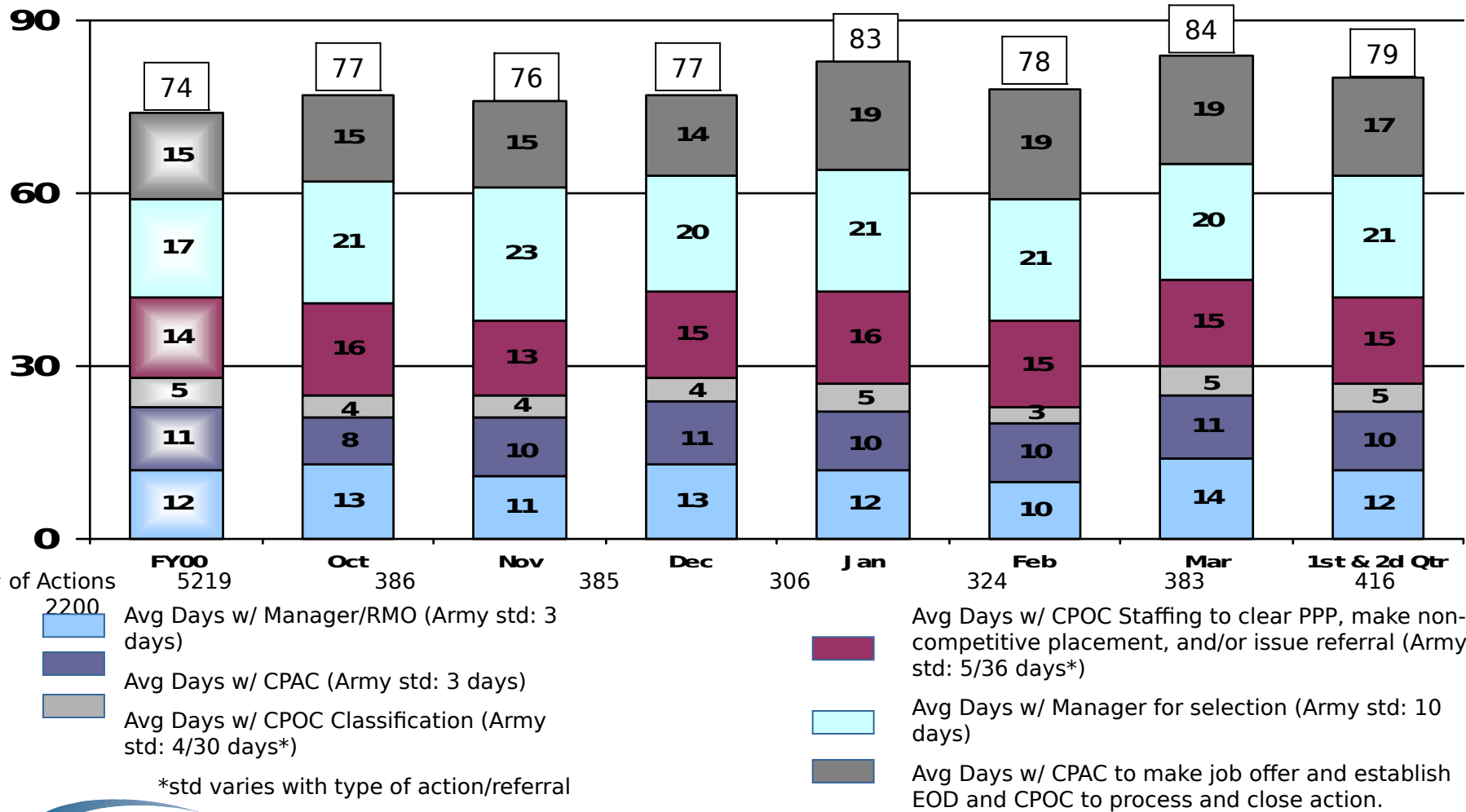
# Trends - Avg Processing Time - Recruitment Actions - (From Initiation to Closure)

FY01

PROPONENT:

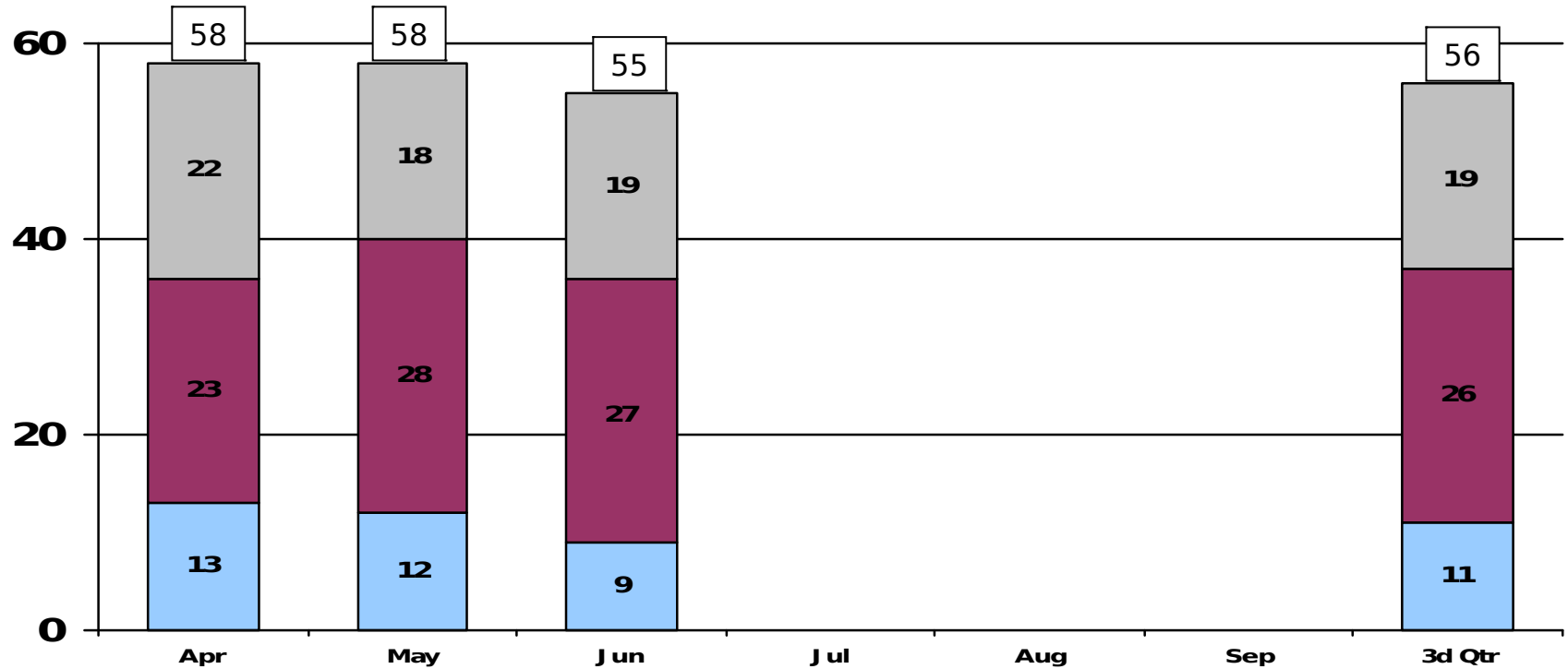
West Region Partners

All Serviced





<b>Trends - Avg Processing Time - Recruitment Actions - (From Initiation to Closure)</b>		<b>FY01</b>
<b>PROPONENT:</b>	<b>West Region Partners</b>	<b>All Serviced</b>



# of Actions  
1221

337 400 484

Apr May Jun Jul Aug Sep 3d Qtr

■ Avg Days w/ CPAC for review prior to sending to CPOC and to make job offer after selection.  
■ Avg Days w/ CPOC includes time for classification and with staffing to clear PPP to make non-competitive placement and/or issue referral.  
■ Avg Days w/ Manager to make selection

**ANALYSIS:** Beginning with this quarter, the information provided reflects information reported by HQDA in the CIVPRO reports. The manager, CPAC, and CPOC time has been captured as individual categories, instead of identifying split time based on a task or function (i.e., Classification, Staffing, job offer, etc.). The overall processing time increased from 50 days last quarter to 56 days for the 3d quarter. Although our average processing time increased, each monthly average continues to remain below the monthly Army Average. The increase had a direct correlation with our preparation for, and deployment to, the Modern System and the learning curve for all partners. Familiarization with the Modern System should result in improved processing time.



# SECTION 4

## Processing Personnel Actions

Proponent: WCPOC, Staffing Services

Sub-Section	Topic	Remarks
A	Non-Recruitment Actions Processed	Illustrates processing timeliness and volume of personnel actions processed into Modern DCPDS – to include such actions as resignations, retirements, name changes, and other non-competitive actions.
B	Awards Processed	Presents a picture of the volume and value of awards processed.

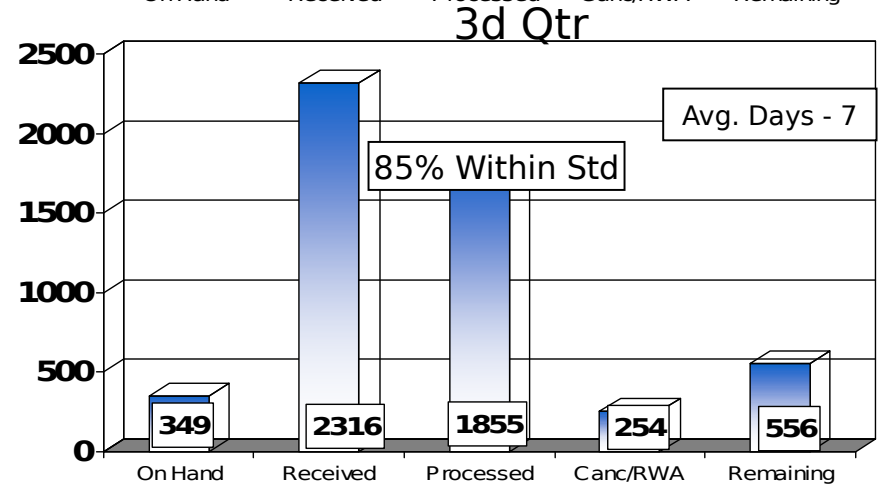
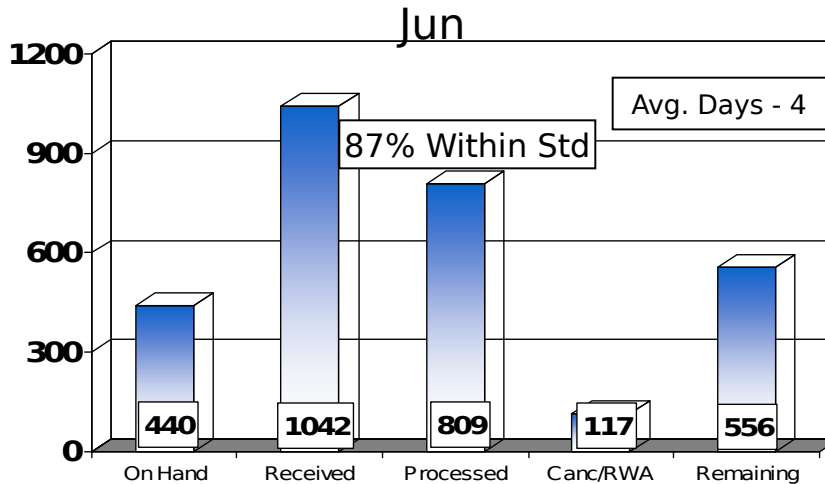
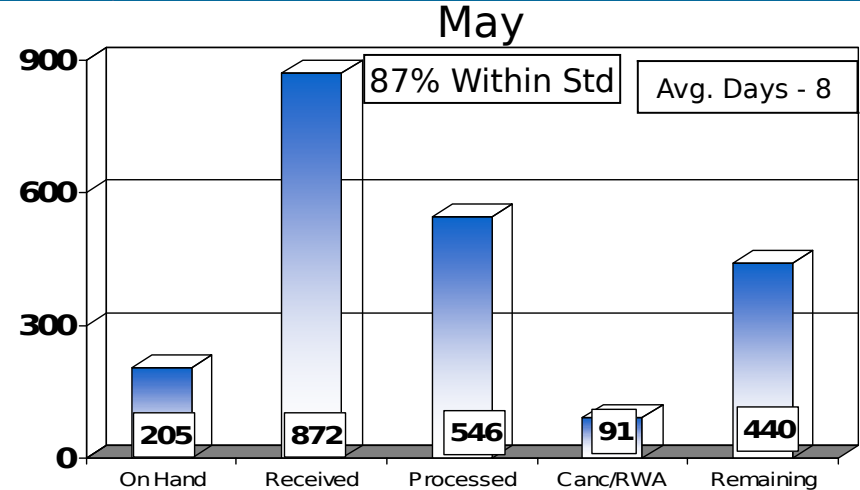
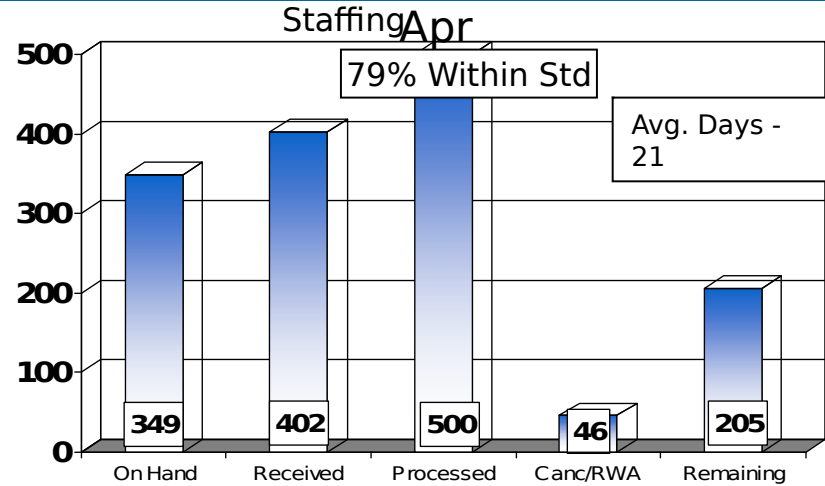


# TOPIC: Non-Recruitment Actions Processed - All Serviced 3d QTR-FY01

PROPONENT: WCPOC - Staffing

ASSESSMENT: Amber

STANDARD: 5 Calendar Days Avg. from Date Rec'd in



## ANALYSIS:

85% of Non-recruitment actions were processed within five days of receipt in Staffing this quarter, compared with 96% last quarter. Average processing time was 7 days, compared to 3 days last quarter. Performance this quarter was impacted by the preparation for/deployment of the Modern System. Overall timeliness decreased significantly in April, but improved in May and again in June. This upward trend is expected to continue.

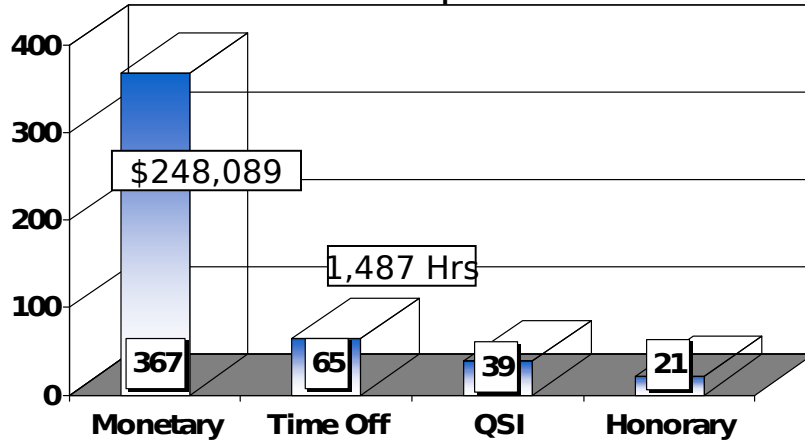


**TOPIC:** Awards Processed - All Serviced

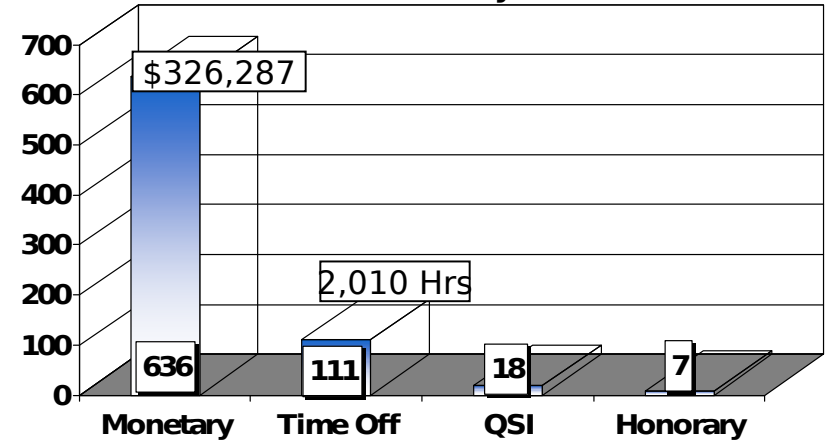
**3d QTR-FY01**

**PROPONENT:** WCPOC - Staffing

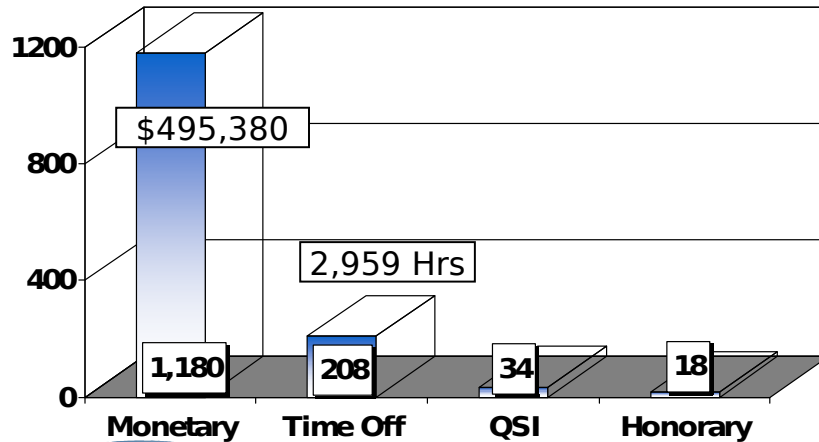
Apr



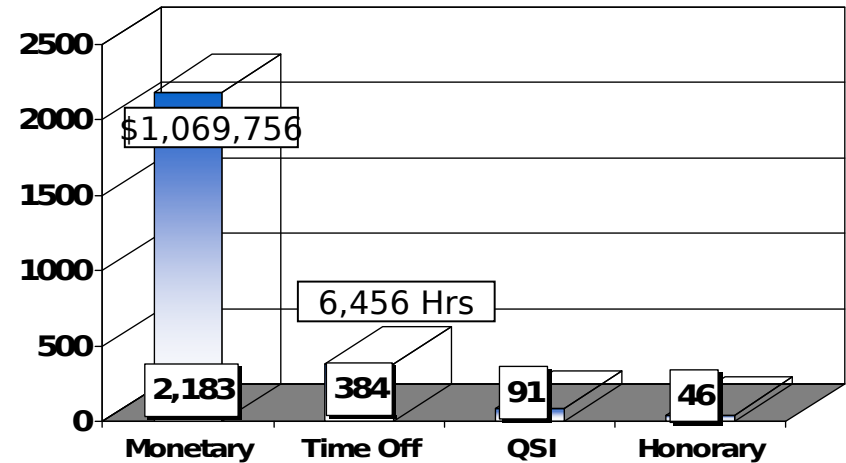
May

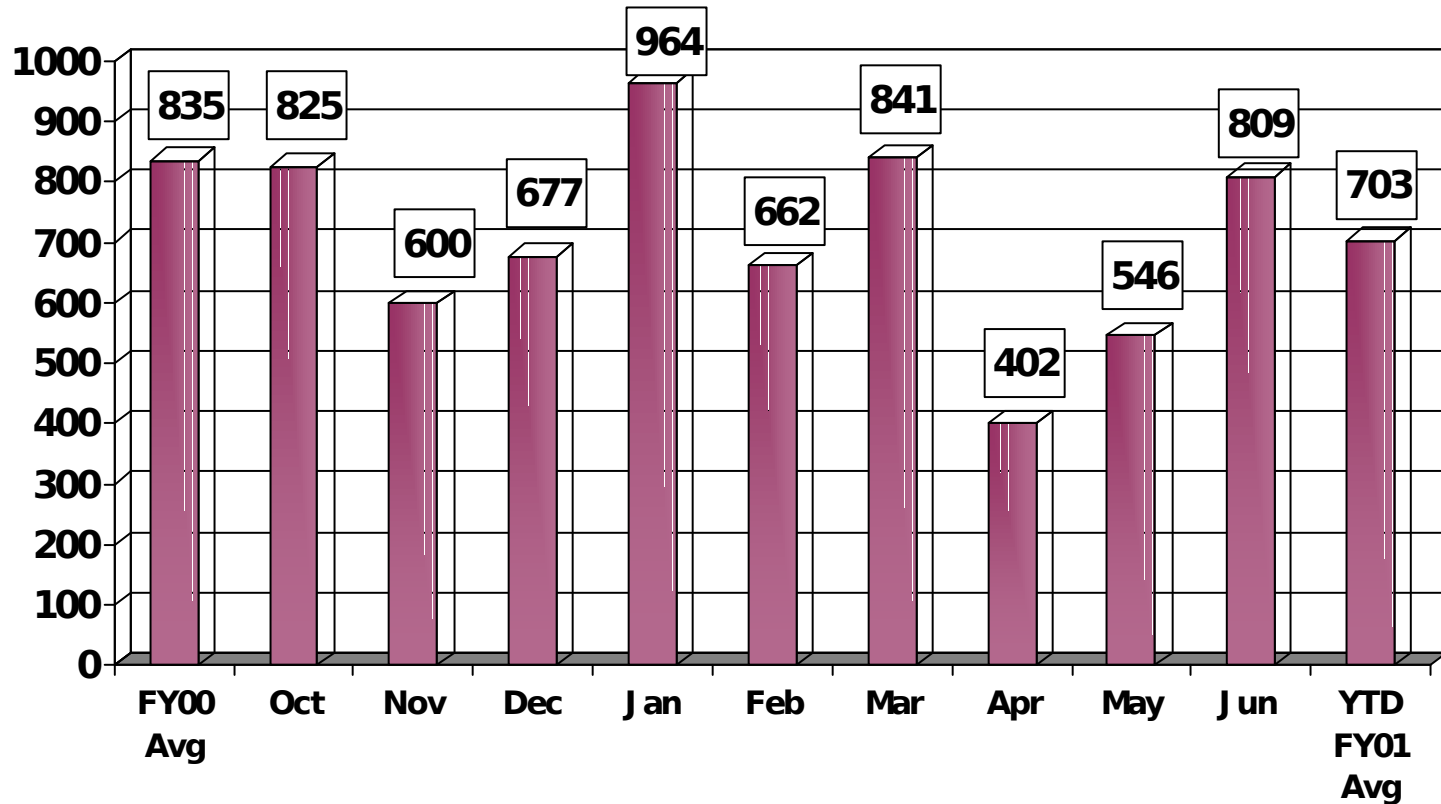


Jun



3d Qtr



**TOPIC:****Non-Recruitment Actions Processed - All Serviced 3d QTR-FY01****PROPONENT:****WCPOC - Staffing**

% in Std      95%      96%      94%      97%      96%      83%      92%      79%      87%      87%      92%

**ANALYSIS:**

The number of non-recruitment actions processed this quarter is less than the monthly average for FY00. The percentage in standard this quarter is also lower than the average in standard for FY 00. Performance this quarter was impacted by the preparation for, and the deployment of, the Modern System. The overall timeliness decreased significantly in April (avg of 21 days), but improved in May (avg of 8 days), and again in June (avg of 4 days). This upward trend is expected to continue.

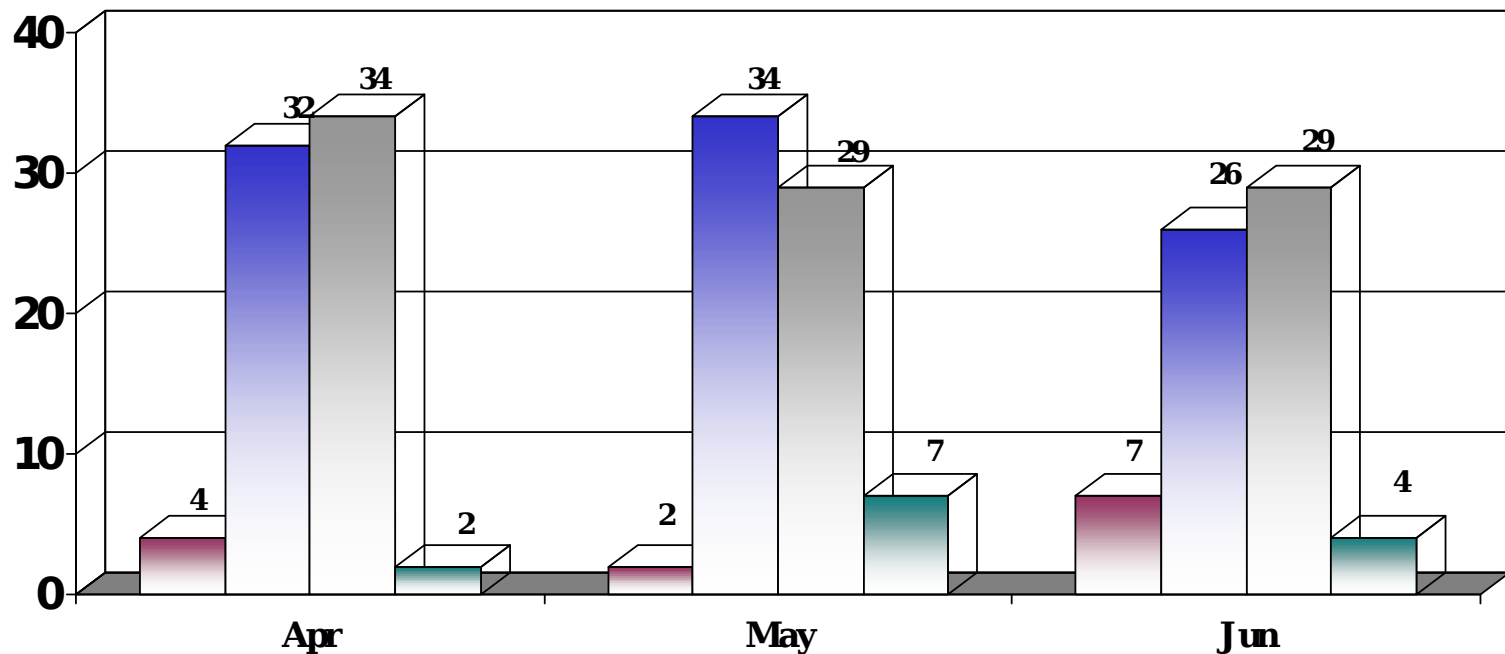
# SECTION 5

## Processing Pay Inquiries

### Proponent: West CPOC

Sub-Section	Topic	Remarks
N/A	Pay I nquiries	Depicts those pay inquiries submitted to the Payroll Resolution Team (PRT) for resolution that actually aff ect an employee's basic pay.

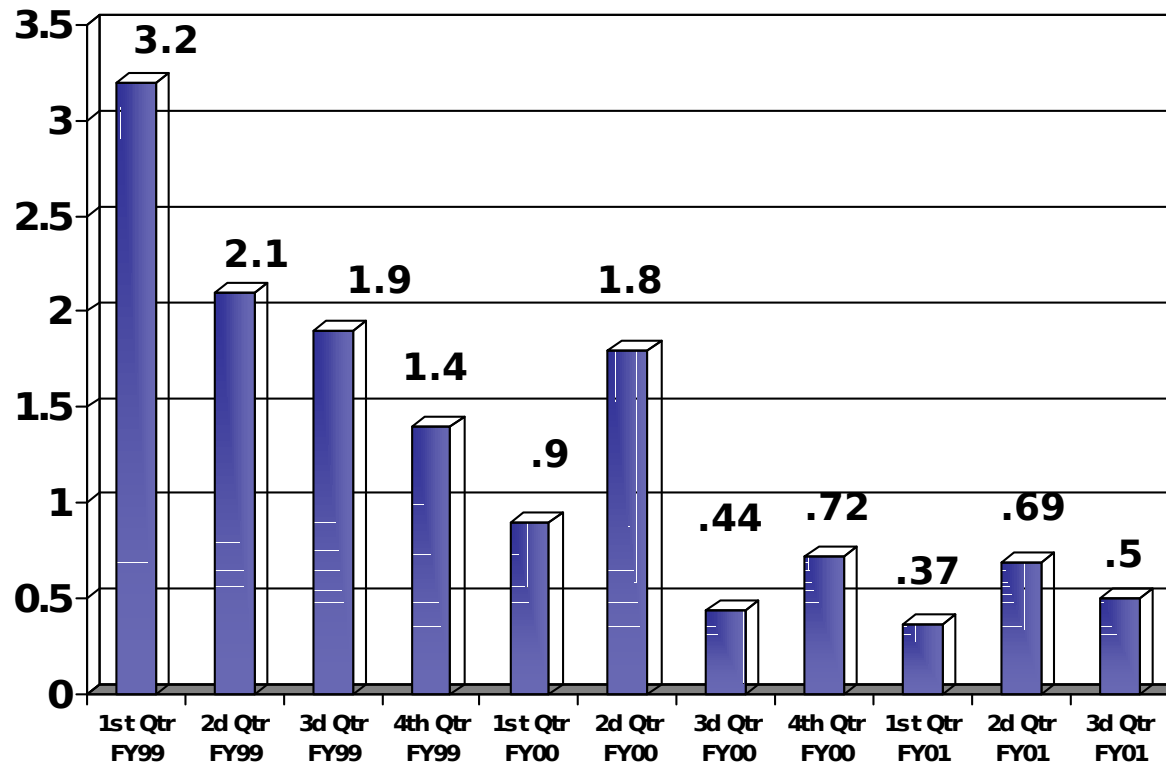


**TOPIC:****Pay Inquiries Submitted to the  
Payroll Resolution Team (PRT) - All Serviced****3d QTR-FY01****PROPONENT: WCPOC****On Hand      Received      Completed      Balance****ANALYSIS**

92 pay inquiries were received during the third quarter, significantly less than the 124 received last quarter. A pay inquiry occurs when the employee, the CPAC or DFAS contacts the CPOC with an identified problem, a request for verification, or information that has the potential to change or affect an employee's basic pay. The 92 pay inquiries represent .5 problems per 100 employees in the serviced population, a decrease from .7 per 100 employees experienced last quarter. 41% (38 of the 92) were payroll interface/DFAS system error problems. Five problems (5%) were referred to ABC-C for resolution. 98% (90 of 92) were resolved within two weeks of receipt in the CPOC. Our continuing goal is to assure that employees are paid correctly and timely.



<b>TOPIC:</b>	<b>Pay Inquiries Submitted to the Payroll Resolution Team (PRT) - All Serviced</b>	<b>FY99 - FY01</b>
<b>PROPONENT:</b>	<b>WCPOC</b>	



■ Number per 100 Employees Serviced

# of Problems  
124 92

### ANALYSIS:

92 pay inquiries were received during the 3d quarter, significantly less than the 124 received last quarter. Of the 92 pay problems received, 41% (38) were either payroll interface or DFAS system errors in the payroll database itself, and another 5 problems (5%) were referred to ABC-C for resolution. Our continuing goal is to process pay actions correctly and timely. When an error does occur, coordination between the CPAC, CPOC, and DFAS is required.





# Section 6

## Training and Developing Employees

Proponent: WCPOC, Human Resource Development Division

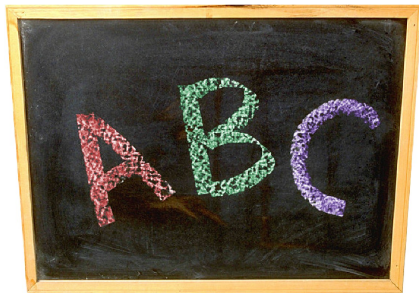
Sub-  
Section

N/A

Topic

Training Requests Processed

Remarks



Deployment of the Modern System in April 2001 did not include implementation of the training subsystem (Oracle Training Administrator - OTA). Consequently, we no longer have the ability to track timeliness of training data input and the costs related to training that was processed during the quarter.

Only 2,654 instances of training were received by the WCPOC for processing into the system during this quarter; a significant decrease (44%) from the same quarter in FY 00. Three installations - Fort Irwin, Dugway Proving Ground and Yuma Proving Ground - did not submit any completed training that could be processed during this quarter.

Because the Modern System requires only eight items of training data to be processed (vs 12 data elements under the Legacy System), we developed and implemented optional Electronic Forms for both individual and group training events that may be submitted via e-mail. Usage of these electronic forms accounted for 49% of the training data that was recorded during this quarter. During the next quarter we will further refine those forms to include drop-down menus and validity edits, and mandate their use by all serviced activities. We will also eliminate the requirement for CPAC involvement in the transmittal process and begin accepting Electronic Form input directly from training coordinators.



# SECTION 7

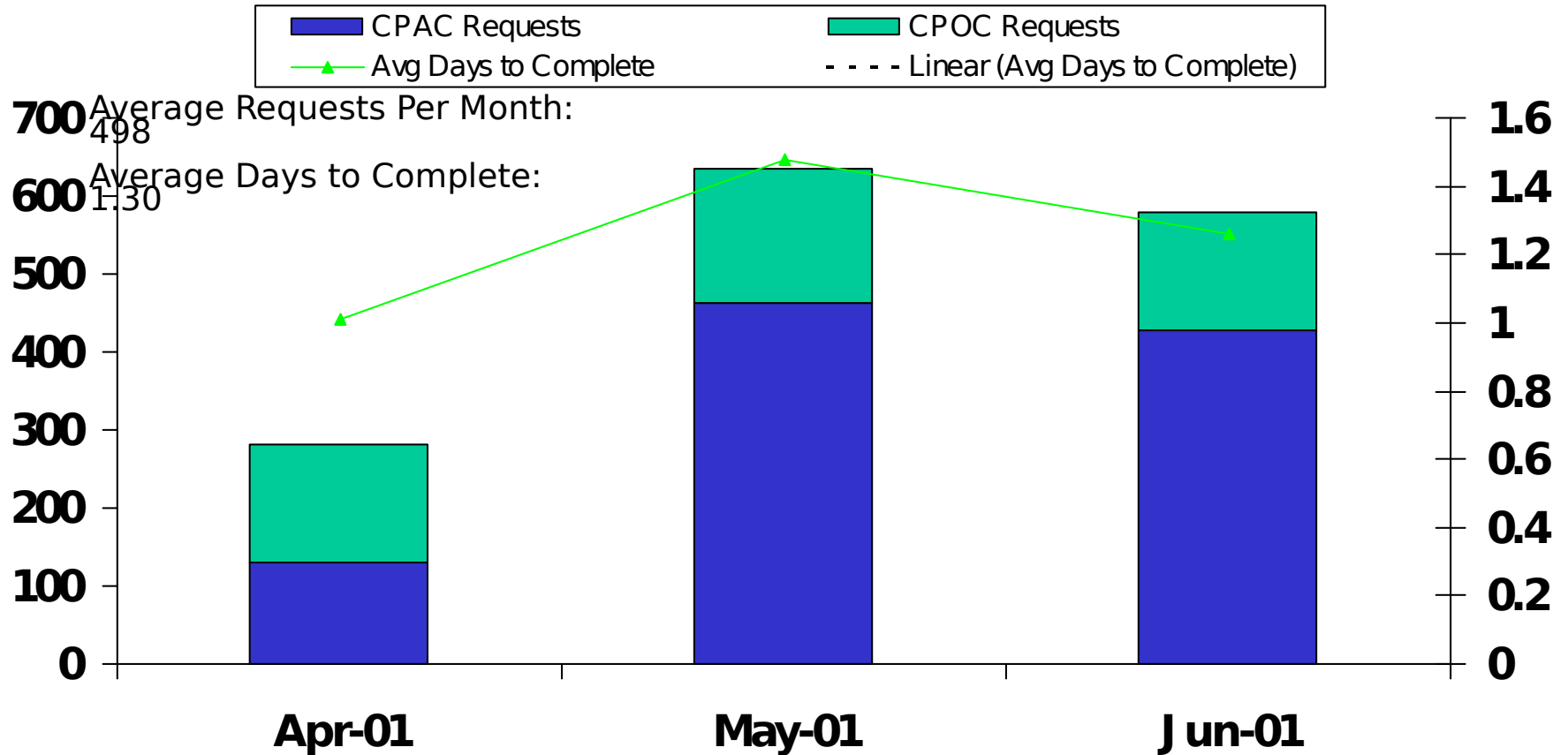
## Providing Information Services

Proponent: WCPOC, Information Services Division

Sub-Section	Topic	Remarks
A	Help Desk Requests	Provides information regarding the categories and number of help desk tickets opened and completed during the period, and average time to complete.
B	DCPDS Quality	Illustrates progress in cleaning up critical elements of data in preparation for Modern System deployment.



<b>TOPIC:</b> Help Desk Requests		<b>3D QTR-FY01</b>
<b>PROPONENT:</b> WCPOC-ISD		<b>ASSESSMENT:</b> Green



**ANALYSIS:** We completed 1495 requests (1020 CPAC and 475 CPOC) this quarter. The average days to complete requests has remained fairly constant at just under one and a half days.

<b>TOPIC: DCPDS Quality</b>		<b>3D QTR-FY01</b>
<b>PROPONENT: WCPOC-ISD</b> <b>Goal: 96% Error Free Rate</b>		<b>ASSESSMENT: Green</b>

<b>Month</b>	<b>*Discrepancies</b>	<b>Data Elements Checked</b>	<b>Discrepancy Percent</b>
Apr	21	5,528,937	0.00%
May	<b>MODERN DCPDS DEPLOYED</b>		
Jun			

\* Discrepancies are either incorrectly coded data elements, or data elements that must be modified to meet the requirements of conversion to modern system.

- Currently checking 309 data elements for each employee.

**ANALYSIS:** During this quarter we deployed Modern System. Twenty-one discrepancies were found during the database conversion from Legacy DCPDS to Modern DCPDS. None of these caused a problem with the conversion, so we were able to successfully convert 100% of our records. We were unable to implement Quality Control measures for Modern DCPDS in May or June, but will begin measuring and monitoring in July.

